

Telephone Interview Guide for Initial Survey

1. Telephone Call to those garment makers in Yellow Pages to

Obtain the name of the owner.

Guide for Introductory Call, normally to the receptionist of the factory to obtain the name of the owner.

" Good Morning, I would like to speak to your Boss; can I know how I should address him? It is to request him for an interview. Thank you "

2. Telephone call to garment maker to find out if the services of home-based subcontractors are used.

Guide for Telephone Call to the owner or production manager:

- 2.1 If the owner is introduced by a common acquaintance :

" Good Morning, Mr. / Madam _____, Mr./ Madam _____ (common acquaintance) has asked me to speak to you. He/ She sends you his her regards.

Please allow me to talk to you for a minute. I am studying about the garment industry at University Malaya. I like to know if you subcontract your factory's work to others. It is only for my study. It is confidential. "

2.2 If the owner is listed in MTMA directory or Yellow Pages:

" Good Morning, Mr. / Madam _____, I found your name in the MTMA directory / Yellow Pages.

Please allow me to talk to you for a minute. I am studying about the garment industry at University Malaya. I like to know if you subcontract your factory's work to others. It is only for my study. It is confidential.

Is it possible for me to come to meet you or your manager and learn more? It will help me a lot in my study."

3. Introductory remarks for drop-in visit to garment maker to find out if the services of home-based subcontractors are used.

" Good Morning, Mr. / Madam _____, I found your factory name in the MTMA directory / Yellow Pages (we have met before at _____)

I am studying about the garment industry at University Malaya. This is the letter from the University and my Identification. I like to know if you subcontract your factory's work to others. Please allow me to talk to you for a minute. It is only for my study. It is confidential. "

Interview Guide for Garment Makers

- What are the kinds of garments you make ?
- How long have you been in this business?
- Do you subcontract work out ?
- What kind of work do you subcontract out ?
- To whom do you subcontract ?
- Do you subcontract to home-based subcontractors ?
- How many home-based subcontractors do you have ?
- Are any of them women ? How many of them are women ?
- How did you know these home-based subcontractors?
- How do you get work to them or do they come and collect the work?
- How do you pay the home-based subcontractors ?
- Do they receive their pay weekly ? fortnightly ? monthly ?
- Are there any other benefits they receive ?
- Is there a contract between you and the home-based subcontractors ?
- Do they have medical benefits , Employee Provident Fund contributions or Social security ?

- Do you provide any assistance in the form of training or machines to your home-based subcontractor ?
- Are there any benefits in sub-contracting work out to home-based subcontractors ?
- What are the benefits of sub-contracting work out to home-based subcontractors?
- Are there any problems with home-based sub-contracting ?
- What are the problems associated with home-based sub-contracting ?
- Do you have any labour shortage problems ? Does home-based sub-contracting help to ease these problems?
- What do you think is the view of the garment industry about home-based sub-contracting ?
- What do you think is the government authorities view on home-based sub-contracting?
- Are there any government regulations, which can help, home-based sub-contracting in the garment industries ?
- What are some of the regulations which you think can help in home-based sub-contracting in the garment industries ?
- Any comments on home-based sub-contracting ?

Appendix C

Points for Information Gathering on Home-based Subcontractors

- Name of Subcontractor (as she wishes to be known)
- Age of Subcontractor
- Marital Status
 - Any previous marriages and status
 - Years of Marriage (age when first married)
- No of Children _____
 - Male (Age) _____
 - Female (age) _____
- Members of extended family in the household (including those who often or periodically visit to help in domestic work)
- Education level of Subcontractors (language medium of education)
- Work history of home-based Subcontractors
 - First job (age when start working and nature of job)
 - Other subsequent jobs
 - Any Garment related jobs (age / number of years at this/these jobs)
- Reasons for home-based Subcontracting
 - Stated reasons initially and any variation in later discussions or later observations
- Type of home-based subcontract (which process of garment making)
- Number of years home-based subcontracting

- Any changes in home-based subcontracting work
- Subcontracting from same factory or different factories
- Work Conditions
 - Compensation – e.g. piece rate or daily / monthly pay
(N.B. who pays for thread or other material?)
 - Amount of Compensation
 - Benefits (including bonus, medical, social security, EPF /sick leave)
- Method of payment (how often ? where payment made ?)
 - Any delay in payment ?
 - Penalty for damages or mistakes
 - Does she subcontract to others ?
- Work Arrangements
 - Any contracts ? Verbal or written ?
 - Arrangement for collecting and returning Assignments
 - Who owns the machinery ? Any other arrangements for machinery?
 - Any training or skill upgrading received ?
- Time Use
 - Work hours and pattern (any fixed schedule ?)
 - Time spent on domestic work (any schedule or pattern ?)
 - Any help in subcontracting work ? (by whom and any payment involved ? how often receive help – frequencies and length of time?)

- Leisure time (holidays /off days , how leisure time spent ?)
- Space for subcontracting work
 - Any fixed work area ?
 - Amenities in the work area (fan / air condition / lighting)
 - Any safety features (protection or guard)
 - Any potential effect on health e.g. eyesight
- Use of Income
 - Primary earner or supplementary earner
 - Use of money for self
 - Use of household expenses
 - Use of money for children
- Opinion of Husband on subcontracting of Wife
 - View on wife's work (home-based subcontracting)
 - Income of wife
 - Contribution of wife 's income
 - View on wife and her care of children and family
 - Benefits of subcontracting to family
 - Contribution of wife (home-based subcontracting) to family wellbeing
- Opinion of Children on subcontracting of Mother
 - View on mother's work (home-based subcontracting)

- Income of mother
 - View on mother and her care of children and family
 - Benefits of subcontracting to family
- Any visible improvement of family wellbeing in between visits
 - Future plans (including old age retirement plan)
- Any other observations